Update 2013-8: Common Place Handbook
State Hearing Filing Procedures

Background

A State hearing or Appeal is a method whereby a dissatisfied client may obtain an impartial review of a County action or inaction. This process is mandated by federal law and is administered by the State Department of Social Services.

Changes

The information in this Update serves as a reminder of the importance to follow timely and correct procedures for State hearing requests, in order to establish the correct filing date and the determination of Aid Paid Pending:

If a Hearing Request is mailed or hand-delivered at a District Office, this must be:

- Date-stamped immediately
- Scanned into the Appeals Inbox (including the enveloped stamped by the Postal Service), and
- Forwarded without delay (within 24 hours upon receipt) to the Appeals Unit.

[Refer to “State Hearing Filing Procedures,” page 37-3] for more information,

Implementation

The information in this Update is effective immediately

Clerical

Office Management Coordinators (OMCs) must review this handbook section with their respective staff at their next clerical meeting, and ensure that correct procedures are being followed.
Other Programs

The information in this Update applies to all programs.

JAN PICOLORICH, DIRECTOR, Department of Employment and Benefit Services
DENISE BOLAND, ASSISTANT DIRECTOR, Department of Employment and Benefit Services

Contact Person(s): Columba Atienza, Application & Decision Support Specialist, (408) 755-7540.